

TICKET TERMS AND CONDITIONS

DEFINITIONS

The below mentioned definitions apply only to these Ticket Terms and Conditions unless otherwise defined elsewhere:

Acronym	Definition
ASM	means ASM Global and its employees, directors, management, shareholders and subsidiaries
Associated Entities	means the owners of the Arena (Dubai Holding), the Title Sponsor (Coca-Cola), engineers, consultants, contractors and/or suppliers appointed by ASM Global or any other suppliers, organisers, promoters, entities and/or any and all persons involved in the organisation, conduct and promotion of activities and Events at the Arena.
Arena	refers to the Coca-Cola Arena and all areas in and around the Arena (including but not limited to the parking lot, smoking section and fountains) which are used in any manner connected with an Event and/or set aside for other activities
Ticket Terms and Conditions	means these Ticket Terms and Conditions as set out in this document as may be amended, modified or supplemented from time to time, including, but not limited to publication on the website https://megacampus.com/paysummitv1
Ticket-holder	has the meaning given in the introduction to these Ticket Terms and Conditions
Event	means "Megacampus Summit" organized by SYNERGY ADVISORY FACILITY MANAGEMENT SERVICES LLC, date: 2-3 December 2024, venue: Coca-Cola Arena, Dubai
Event Organiser	means the organiser of Event - SYNERGY ADVISORY FACILITY MANAGEMENT SERVICES LLC (License No 916546, Address: 3819, The One Tower – Barsha Heights Tecom, Dubai)
Police	means the Dubai Police Force, or any other public body tasked with providing security arrangements for the Arena and/or an Event

Security Personnel	means the private security personnel responsible for providing security arrangements for the Arena and/or an Event.
Ticket	refers to any ticket, pass, wristband, lanyard, card, permission credential and/or other document or thing issued by ASM Global which permits entry to the Arena for an Event.
Title Sponsor	means the title sponsor for a particular Event (from time to time).
Website	means the official website (https://megacampus.com/paysummitv1) that contains detailed terms and conditions of the event, ticket prices and other relevant information
Standing Floor Area	Standing floor area means the standing floor area in the middle of the inside of the Arena.

INTERPRETATION

For the purposes of these Ticket Terms and Conditions, except to the extent that the context otherwise requires:

- words utilising the singular shall include the plural and vice versa;
- words importing a specific gender shall include the other genders (male, female or neuter);
- the headings are for convenience only and do not affect interpretation;
- any reference to conduct includes an omission, statement or undertaking, whether or not in writing;
- a reference to a “Clause” is a reference to a clause of these Ticket Terms and Conditions;
- a reference to a document includes all amendments or supplements to that document, or replacements or notations of it; and
- whenever the words “include”, “includes” or “including” (or similar terms) are used in these Ticket Terms and Conditions, they are deemed to be followed by the words “without limitation”.

GENERAL CONDITIONS

- It is the Ticket-holder's responsibility to read, understand and comply with these Ticket Terms and Conditions.
- These Ticket Terms and Conditions should be read in conjunction with the Privacy Policy, which is available on the Website, and the Coca-Cola Arena Privacy Policy, Terms of Use and Admission Conditions, which are available on the Coca-Cola Arena website (www.coca-cola-arena.com). A summary of the Ticket Terms and Conditions is located on the back of all Tickets and any additional applicable Event Organizer terms. Tickets are issued by ASM Global on behalf of the Event

Organiser, whose details will be made available on the Ticket where reasonable to do so, otherwise details shall be available from Authorised Retail Agents. Tickets are the property of the Event Organiser and must be returned to ASM Global's representatives upon request.

- By purchasing a Ticket, each Ticket-holder is deemed to have accepted and understood as binding on them, these Ticket Terms and Conditions, Terms of Use, Privacy Policy and any accompanying obligations and responsibilities. Any Ticket-holder who breaches these Ticket Terms and Conditions may be liable for legal action, refusal of entry to the Arena and/or expulsion from the Arena.
- These Ticket Terms and Conditions apply to both the original purchaser and any subsequent ticketholders and their guests.
- ASM Global or Event Organiser reserves the right, with reasonable cause (which includes failure to comply with any of these Terms and Conditions) to refuse entry to any Ticket-holder(s) or remove any Ticket-holder(s) from the Arena.
- Each person attending an Event must hold a valid Ticket, regardless of their age.
- The purchase of a Ticket is final. Except as provided in Clause 7.2, Tickets are non-refundable.
- Each Ticket-holder is solely responsible for complying with all immigration, customs and legal requirements of any relevant authority for entry into the United Arab Emirates and the Emirate of Dubai (including, but not limited to, obtaining an entry visa or permit of any kind). In relation to an Event, no exchanges, refunds or replacements of Tickets will be given to a Ticket-holder for failure to comply with such requirements or his or her inability to obtain (or his or her denial, cancellation, expiration or revocation of) an entry visa or permit, for any reason whatsoever. Each Ticket-holder is advised to review all immigration, customs and legal requirements for entry into the United Arab Emirates and the Emirate of Dubai prior to purchasing any Ticket(s) for an Event.
- Each Ticket-holder agrees to indemnify the Event Organiser, ASM Global and/or the Associated Entities for any and all damage, loss, liability or injury that those parties suffer or may suffer as a result of the Ticket-holder(s)' failure to comply with these Ticket Terms and Conditions.
- Each ticket holder agrees that all personal information will be processed by the Event Organiser in accordance with its Privacy Policy, which is available on our page, and by ASM Global in accordance with its Privacy Policy, which is available at www.coca-cola-arena.com.
- As filming, photography and recording which has been authorized by ASM Global may be carried out at the Coca-Cola Arena(including the surrounding forecourt and plaza) from time to time, the visitor consents to being included in such films and recordings and the use, reproduction, storage, distribution and broadcasting of such films, photographs and recordings (including any copies made) without payment or notice, as per applicable law.
- Children under 14 (fourteen) must be accompanied by an adult aged 21 or over; all parties must have a valid ticket.
- Children under 16 (sixteen) cannot enter the standing floor area. A seated ticket must be purchased to attend the event.

RESTRICTIONS AGAINST TICKET ON-SELLING AND UNAUTHORISED TICKETS

- Tickets purchased are for a Ticket-holders own personal use and are strictly non-transferable and not for resale. No Ticket shall be sold or offered for sale for any form or fee or reward without the prior written consent of ASM Global or Event Organiser. Each Ticket-holder must not, without the prior written consent of ASM Global or Event Organiser, resell, transfer (for commercial or personal gain) or distribute any Ticket(s) for an Event (above their face value), or purchase or obtain Ticket(s) from or through any commercial agent or company other than Event Organiser, ASM Global or an Authorised Agent.

SEAT ALLOCATIONS AND VIEWING FOR EVENTS

- Event Organiser or ASM Global reserves the right to determine at any time with or without notice all seating allocations, viewing areas and other conveniences and attractions in relation to any particular Event. Each Ticket-holder must not place any reliance on Arena maps or other impressions, as they are provided only as an approximate guide to indicate the locations of seating, viewing areas and other conveniences and attractions.
- Each Ticket-holder for an Event acknowledges and accepts that some seats may have restricted viewing or leg room and that natural or man-made obstructions in some areas may impede viewing. Event Organiser or ASM Global reserves the right at its sole discretion to issue last minute changes to seating arrangements for Events which may result in Ticket-holder(s) being assigned seats with obstructed views or restricted leg room. Should Event Organiser or ASM Global issue any significant changes to a Ticket-holder's reserved seating arrangements, Event Organiser or ASM Global will notify the Ticket-holder(s) directly of such changes and endeavour to provide alternative seating arrangements. Should the alternative seating arrangements not be satisfactory, ASM Global will offer such Ticket-holder(s) the opportunity to exchange their Ticket(s) for a Ticket(s) of the same or lower face value in another seating area (subject to availability). If this is still not acceptable, ASM Global will refund the cost of the Ticket(s) (excluding the cost of any delivery or associated expenses).
- Some areas at the Arena may be exposed to direct sunlight and/or heat. Each Ticket-holder is required to take appropriate care for their wellbeing including appropriate hydration and sun protection.
- In seated areas of the Arena, people may stand up in front of you during the Event. In no circumstances will refunds and compensation be offered by Event Organiser or ASM Global if your view is restricted in this way or otherwise disturbed by members of the audience either when entering/exiting their seat or otherwise.
- Where available, Event Organiser or ASM Global will provide Ticket-holder(s) who are in wheelchairs or whom have limited mobility with appropriate accessible seating for Events. Should a Ticket-holder require this kind of seating they can access the dedicated accessible seating website

accessible to view their available options or alternatively they can contact the Booking Hotline to discuss their individual requirements.

TICKET SALES AND FULFILMENT FOR EVENTS

- Tickets for Events may only be purchased from the Website, Authorised Web Agents, the Booking Hotline, Venue Box office, or Authorised Retail Outlets.
- Tickets will be sold on a first come – first served, best seat basis, subject to availability.
- Ticket-holders are advised to check their Tickets upon receipt, as mistakes cannot always be rectified. Ticket-holders should contact Event Organiser immediately upon receipt if there is a mistake.
- In relation to certain Events, ASM Global may require that each Ticket-holder who is under twenty-one (21) years of age at the time of purchase may only purchase Ticket(s) under the supervision and with the permission of his or her parent(s) or guardian(s) who will be solely responsible for advising such Ticket-holder of these Ticket Terms and Conditions. In addition, ASM Global may require that each Ticket-holder who is under fourteen (14) years of age may not be permitted to attend an Event, enter into and/or remain at the Arena unless he or she is accompanied by a parent or guardian who is over twenty-one (21) years of age.
- For all Events, full payment (including any applicable booking/administration fee and value added tax) is required at the time of booking. If insufficient funds are available or if payment cannot be completed in full the transaction will not be completed and will be voided.
- Event Organiser or ASM Global may specify a maximum number of Tickets that can be purchased by any one individual.
- For certain Events, the Ticket-holder may be asked to present the debit/credit card used for the purchase and/or photographic ID (which for citizens/residents of the GCC must be a GCC ID card) in order to gain entry to the Arena. Failure to provide the relevant debit/credit card and/or ID may result in Ticket-holders being refused entry to the Arena in ASM Global's sole and absolute discretion. No name changes or letters of authorization will be accepted in lieu of the relevant debit/credit card and/or ID under any circumstances.
- Unless otherwise stated on the Website in the ticket description, ticket prices do not include any goods or services other than entry to the Arena and/or attendance at a specific Event.

TICKET REFUNDS, EXCHANGES AND REPLACEMENTS

Unless otherwise specifically stated, a Ticket cannot be refunded or exchanged after purchase (under any circumstances) including but not limited to:

- the appearance or non-appearance of any particular person, group, act, event, activity or team expected by the Ticket-holder(s), whether or not such appearance or non-appearance was advertised or made known prior to the Event;
- variations in the Event programme, attractions or conveniences;
- any circumstances beyond the reasonable control of Event Organiser or ASM Global, including but not limited to adverse weather conditions, natural disasters, acts of God, actions of government or state (including any period of declared national mourning or holiday for the Emirate of Dubai), act of any third party that is out of the control of Event Organiser or ASM Global, war, terrorism, civil commotion or insurrection, threats or labour disputes of whatever nature;
- a change in a Ticket-holder's personal circumstances; or
- the inability or failure of a Ticket-holder to enter the United Arab Emirates or the Emirate of Dubai due to his or her inability to obtain (or his or her denial, cancellation, expiration or revocation of) an entry visa or permit, for any reason whatsoever.

ASM Global or Event Organiser may (at its sole absolute discretion) refund the face value of the Ticket excluding the E-ticket and Administration Fees to the original purchaser if:

- the Event is cancelled in its entirety and cannot be re-scheduled; or
- the dates of the Event are changed after they have been confirmed and the relevant Ticket-holder has confirmed in writing to ASM Global that they do not wish to attend the Event on the re-scheduled dates; or
- there is a significant change in the Ticket-holder's reserved seating arrangements (other than as described above and at ASM Global's (Event Organiser's) sole and absolute discretion); or
- the Ticket-holder is entitled to a refund as per UAE law.
- The original Ticket must be returned by the Ticket-holder to an Authorized Retail Agent as soon as possible (or as otherwise notified to the Ticket-holder) to obtain a refund. ASM Global is not liable for any loss or damage that is incurred by a Ticket-holder as a result of an Event (or any part of an Event) being cancelled, postponed or changed.
- ASM Global or Event Organiser is not obliged to replace Tickets under any circumstances, regardless of damage.
- For the avoidance of doubt, in respect of a Ticket for which monetary consideration has not been paid, no refund or other costs will be paid or payable to the holder of such Ticket pursuant.
- ASM Global or Event Organiser will not be liable to the holder of a Ticket for any loss or damage, whether direct or indirect, suffered as a result of the Event (or any part thereof) being cancelled, postponed or changed.
- ASM Global or Event Organiser accepts no responsibility for stolen or counterfeit Tickets purchased or obtained through unauthorised sources. Ticket-holders who are found to be in possession of Ticket(s) that are counterfeit or have been reported as lost or stolen will be denied entry or expelled from the Arena and may be liable to legal action.

SECURITY, CONDUCT AND ATTENDANCE

By purchasing a Ticket, each Ticket-holder agrees to comply with:

- all terms and conditions displayed at the entrance to the Arena and any other terms and conditions displayed in or around the Arena or otherwise notified to you from time-to-time;
- these Ticket Terms and Conditions and Privacy Policy;
- the Terms and Condition of Entry to the Arena (www.coca-cola-arena.com);
- Privacy Policy (www.coca-cola-arena.com);
- the security arrangements, notices, requests or announcements displayed or given by the Police, Security Personnel or agents representing any of the Associated Entities, including, without limitation, all directions or notices relating to access and security at the Event;
- all laws and regulations of the United Arab Emirates;
- requests of Event Organiser or ASM Global or agents of ASM Global or any of the Associated Entities with regards to the activities of ASM Global, the Events and/or the use or occupancy of the Arena and its facilities.
- When attending the Event, do not continuously record video of the Event for more than 1 (one) minute.
- Do not post video recordings of the Event on your social networks.

ARENA ACCESS AND ENTRY

- Each Ticket-holder is only permitted to access the open areas of the Arena and must not enter any of the restricted areas designated by ASM Global or any of the Associated Entities.
- All Ticket-holders under fourteen (14) years of age (if the event is intended for a given age) must be accompanied and supervised by his or her parent or guardian. ASM Global may require that Ticket-holders under twenty-one (21) years of age be accompanied and supervised by his or her parent or guardian. At such times, each parent or guardian must also:
 - be in possession of a valid Ticket if attending an Event;
 - be responsible for the care, conduct and supervision of such minor persons at all times; and
 - must keep them within sight at all times, particularly within the vicinity of the Arena. Ticket-holder(s) under eighteen (18) years of age may not be permitted to enter certain areas of the Arena for safety reasons as determined or advised by ASM Global in its absolute discretion.
- After entry to the Arena has been granted to a Ticket-holder on a particular Event day, Tickets are non-transferable for that Event day. Each Ticket-holder must be in possession of a valid Ticket at all times and present it upon entry to the Arena and upon request for inspection at any time, any failure to do so may result in the expulsion of a person from the Arena (in ASM Global's sole discretion). A Ticket is only valid for one admission to the Event and a Ticket-holder shall not be granted re-admission to the Arena unless advised otherwise in the absolute discretion of ASM Global or its agents/representatives.

- Defacing the Ticket or removing a Ticket stub invalidates that Ticket. No person will be admitted to the Arena for an Event without a Ticket. ASM Global or Event Organiser reserves the right to refuse entry to a person for an Event who is not in possession of a valid Ticket and may ask that person to leave the Arena. ASM Global or Event Organiser reserves the right to charge a fee for the replacement of Tickets. ASM Global or Event Organiser reserves the right not to replace Tickets that are lost, stolen, counterfeit, damaged or unreadable.
- Latecomers will only be admitted to the Arena at a suitable break in the performance and/or at the sole discretion of ASM Global or Event Organiser or its agents/representatives.

ALTERATIONS TO EVENTS

- Event Organiser reserves the right, without notice, to add, withdraw, reschedule or substitute any particular person, group, act, team or personality from an Event, to amend Ticket prices, seating arrangements and audience capacity whether advertised or not and whether expected to be in the Event or not. Event Organiser is not liable to Ticket-holders for any changes in the participants or format of, or any other element of an Event arising from the arrangement of a substitute event.
- ASM Global and or Event Organiser are the exclusive distributor of Tickets for Events to be held at the Arena and other entities (the actions of whom are not controlled by ASM Global) may elect to cancel, postpone or change the date and time of an Event and ASM Global or Event Organiser is not responsible or liable to Ticket-holders for any loss or damage, whether direct or indirect, that is incurred as a result of an Event (or any part of an Event) being cancelled, delayed, postponed or changed. ASM Global or Event Organiser provides no warranty, guarantee, promise of any nature regarding the date and time of a particular Event and cannot warrant, guarantee or promise that an Event will not be cancelled, delayed, postponed or changed. Where an Event is cancelled, delayed, postponed or changed ASM Global or Event Organiser provides no warranty that the Ticket-holder will be informed prior to the scheduled commencement of the Event and Ticket-holders should check before travelling to an Event that it has not been cancelled or rescheduled.
- ASM Global is not responsible for the actions of performers/promoters and cannot guarantee that an Event or artist performance will start on time. ASM Global is not liable for the actions, omissions, material, merchandise, statements and/or content provided/performed by the performer/promotor.
- Event Organiser and each of the Associated Entities, at their sole and absolute discretion, reserves the right to delay or postpone an Event, and if necessary to cancel or abandon an Event entirely due to adverse weather conditions. (The Event may resume on the same or next day after such delay or postponement).
- None of the Associated Entities shall be liable to any Ticket-holder(s) for any loss or damage, whether direct or indirect (including, but not limited to, travel and accommodation costs), that is incurred as a result of an Event (or any part of an Event) being cancelled, postponed or changed.

MISCELLANEOUS

- Amendments or variations of these Ticket Terms and Conditions are only valid and binding if made or confirmed by Event Organiser in writing which includes the publication of a notice on the Website. The updated Terms and Conditions are available from <https://megacampus.com/paysummitv1>
- Each of the provisions of these Ticket Terms and Conditions is severable from the other(s). If any provision or part of a provision is or becomes invalid, unenforceable or illegal in any respect, such provision or part of such provision will, to the extent that the term is invalid, be deemed not to form part of these Ticket Terms and Conditions. The remaining provisions or parts of such provisions will not be invalidated in any way.
- These Ticket Terms and Conditions are available in English.
- These Ticket Terms and Conditions are governed by and construed, performed and enforced in all respects in accordance with the laws of Dubai, United Arab Emirates and the Federal laws of the United Arab Emirates, without giving effect to the principals of conflicts of laws or choice of law provisions therein. Each Ticket-holder hereby submits to the exclusive jurisdiction of the courts of the Emirate of Dubai, United Arab Emirates.